



STATE OF TENNESSEE  
**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**  
DIVISION OF WORKFORCE SERVICES  
220 French Landing Drive  
Nashville, TN 37243-1002  
(615) 741-1031

**Workforce Services Guidance– Youth Program Service Design - WIOA**

**Effective Date: May 8, 2017**

**Duration: Indefinite**

**To:**

Local Workforce Development Boards (LWDBs), Chief Local Elected Officials (CLEOs) WIOA Partners (WIOA Title I, WIOA Title II, WIOA Title III, WIOA Title IV Vocational Rehabilitation and Temporary Assistance for Needy Families (TANF) and other non-mandated Partners operating in the One-Stop system).

**Subject:**

This guidance establishes guidelines regarding youth program design.

**Purpose:**

The Youth Program Service Design guidance outlines the desired program framework for youth programs funded in whole or in part under Title I of WIOA. Funds allocated to a local area for eligible youth must include programs that provide assessments and develop service strategies linked to indicators of performance. These programs must also provide activities leading to the attainment of a secondary school diploma, preparation for postsecondary education and training opportunities, strong linkages between academic instruction and occupational education leading to the attainment of recognized post-secondary credentials, preparation for unsubsidized employment, and effective connections to employers.

**Scope:**

Adult Education (AE), American Job Center (AJC), American Job Center Operator (AJC Operator), American Job Center Access Point (AJC Access Point), Chief Local Elected Official (CLEO), Division of Workforce Services (WFS), Local Workforce Development Areas (LWDAs), Local Workforce Development Boards (LWDBs), Office of the Governor, Office of Registered Apprenticeship (RA), Rehabilitation Services (RS), Regional Council (RC), State

Workforce Development Board (SWDB), Tennessee Department of Economic and Community Development (TDECD), Tennessee Department of Education (TDOE), Tennessee Department of Human Services (TDHS), Tennessee Department of Labor and Workforce Development (TDLWD), Tennessee Eligible Training Providers (TTPLs), Workforce Innovation and Opportunity Act (WIOA), Workforce System Subrecipients (Subrecipients), Workforce System Partners (Partners)

**References:**

20 CFR 681.420; WIOA Section 116(b)(2)(A)(ii); WIOA Section 121(b)(1)(A); WIOA Section 121(b)(1)(B)(i); WIOA Section 129; WIOA Section 129(b); WIOA Section 129(c); WIOA Section 123; TEGL 21-16

**Background:**

The Youth Program and service provision, under Title I of the Workforce Innovation and Opportunity Act (WIOA), is designed to:

- Assist eligible out-of-school youth (OSY) and eligible in-school youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide effective connection to educational institutions and employers, including small employers in in-demand industry sectors and occupations in the local and regional labor markets.
- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment
- Implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials
- Provide continued support services to individuals who need them to participate and succeed in work investment and training activities

**I. Program Design:**

Overall, program design is an essential element in helping providers of youth services to develop comprehensive service strategies based upon individual needs. LWDAs should develop intensive outreach efforts to non-profits, community groups, faith-based agencies, schools, and other support agencies who are able to provide youth services. Access points should be developed in high school libraries with staff trained to assist youth in accessing all available services. Outreach programs should be implemented that will target populations with barriers to employment including – but not limited to – offenders, homeless individuals, basic skills deficient, English language learners, individuals aging out of foster care, pregnant or parenting individuals, and persons with disabilities. Monitoring will occur through the TDLWD monitoring process, including, but not limited to, PAR monitoring.

## II. Definitions:

- 1) **Orientation:** An orientation must be provided to each eligible youth and include information on the full array of services that are available within the One-Stop Service Delivery system in the local area. These services may include, but are not limited to:
  - Introduction of the program purpose
  - Program services and resources available
  - Responsibilities of other service providers
  - Program participant's responsibility
  - Information on follow-up services
  - Information on support services
  - Referral to other appropriate services
- 2) **Intake:** Involves registration, eligibility determination, and collection of documentation to support verification of eligibility for services. Other services also include referral for basic skills development and referral to other services as appropriate.
- 3) **Assessments:** Assessment is a process that identifies service needs, academic levels, goals, interests, skill levels, abilities, aptitudes, and support service needs; assessments can also be used to measure barriers and strengths by reviewing basic occupational skills, prior work experience, employability potential, and developmental needs. Career Assessments help youth, including those with disabilities, understand how a variety of their personal attributes (e.g. interests, values, preferences, motivation, aptitude and skills) affect their potential success and satisfaction with different career options and work environments. Assessment results are generally used to develop the Individual Service Strategy, and must also consider a youth's strengths rather than just focusing on areas of improvement.
- 4) **Individual Service Strategy (ISS):** The Individual Service Strategy is the plan that identifies the employment goals, educational objectives, and prescribed appropriate services for the participants. The ISS is essential in identifying service strategies for each participant that directly link to one or more of the indicators of performance, as described in **WIOA Section 116(b)(2)(A)(ii)**. The strategy should also identify career pathways that include education and employment goals (including, in appropriate circumstances, nontraditional employment), appropriate achievement objectives, and appropriate services for the participants using the assessment as a reference. A new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education training program.
- 5) **Career Coaching:** Youth programs must provide case management services to assist youth in making informed choices and successfully completing the program. Support may be provided on an individual or group basis and career coaching principles and methods must be incorporated throughout the program design. A case manager is assigned to follow the progress of each youth from

enrollment to program exit, including follow-up services. Documentation of all services and activities must be recorded on the youth's ISS.

- 6) Support Services:** Program must provide support services to eligible youth participants that are necessary to enable an individual to participate in activities authorized under Title I of WIOA.
- 7) Follow-Up Services:** Follow-up services are critical services provided, for no less than 12 months, following a youth's exit from the program. These services help ensure the youth is successful in employment and/or post-secondary education and training beyond their program completion. The youth service provider must establish and implement procedures to ensure that follow-up services are conducted and documented in the VOS system.

### **III. Provisions for Local Youth Programs:**

Each LWDA must contract out Youth services using a procurement process and ensure that the following activities are addressed in contracts between local areas and the contracted service provider:

- a) The required services that will be delivered to youth (**WIOA Section 129(c)(2)**)
- b) How those services will be provided, including detailed service delivery plans that specifically address the 14 design framework services in **20 CFR 681.420**.

Additionally, contracts between each LWDB and the contracted service provider should also include assurances that service delivery will be based upon the following program components:

- c) Preparation for post-secondary educational opportunities;
- d) Occupational training services (that lead to the attainment of a recognized secondary credential);
- e) Work-based opportunities;
- f) Youth development services; and
- g) Employment services

All 14 program elements must be made available to each eligible youth participant.

Consistent with **WIOA Section 123**, in order to support the attainment of a secondary school diploma or its recognized equivalent, or entry into post-secondary education and career readiness for participants, all youth programs shall provide services consisting of the following program elements:

- 1) Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
- 2) Alternative secondary school services, or dropout recovery services, as appropriate

- 3) Paid and unpaid work experiences, that have an academic and occupational education component, which may include:
  - Summer employment opportunities and other employment opportunities available throughout the school year;
  - Pre-apprenticeship programs;
  - Internships and job shadowing; and
  - On-the-job training opportunities
- 4) Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupation in the local area involved
- 5) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral (as appropriate)
- 6) Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors (as appropriate)
- 7) Supportive services
- 8) Adult mentoring for the period of participation and a subsequent period, for a minimum total of 12 months
- 9) Follow-up services, for a minimum of 12 months, after the completion of participation (as appropriate)
- 10) Financial Literacy Education
- 11) Entrepreneurial Skills Training
- 12) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
- 13) Activities that help youth prepare for and transition to postsecondary education and training
- 14) Education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster

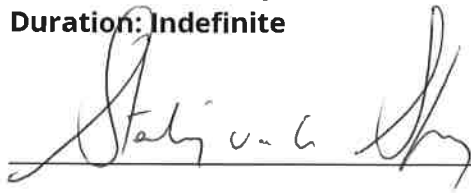
Elements 1-9 remain the same as explained in WIA. In WIOA, the summer employment element has been combined with paid and unpaid work experiences element. Elements 10-14 are newly required service elements.

**Contact:**

For any questions related to this guidance, please contact Nicholas Bishop - Director of Compliance and Policy for Workforce Services at [Nicholas.Bishop@tn.gov](mailto:Nicholas.Bishop@tn.gov)

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Sterling van der Spuy, Administrator of Workforce Services